



# Volunteer Handbook

## Maricopa County Animal Care and Control

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## Welcome

Welcome to Maricopa County Animal Care and Control (MCACC)! Thank you for wanting to dedicate your time and resources as a volunteer – being a shelter volunteer can be extremely rewarding, educational, exciting and fun! You will have a positive impact in so many ways and make a difference in the lives of thousands of animals in Maricopa County.

We have created this handbook to help you have the best possible experience as a volunteer. It contains information about MCACC, our volunteer program, policies and procedures, and so much more. Please take the time to carefully read this handbook and refer to it often during your volunteer service.

Thank you again for choosing to participate in our program. We hope you will share our commitment and dedication to our shelter animals and the community we serve. Your support is what helps keep our programs thriving and brings innovative ideas to the frontlines!

*Welcome to your community shelter!*







## Our History

Maricopa County Animal Care and Control was first established in the early 1950s with the sole purpose of managing stray animals and preventing disease outbreaks in the community. Over the years, the organization has drastically changed its mission and now strives to address the pet overpopulation crisis by offering adoption services, spay/neuter programs, public education and outreach efforts.

Our volunteer program first launched in 1991, and since then we have had thousands of volunteers give their time and talents to help us try to improve, and ultimately save, the lives of the animals that come through our shelter. We are fortunate to have volunteers donating their time in every area of the shelter and we are constantly looking for ways to expand and improve the program. Each volunteer serves as an ambassador for our organization in the community and we strive to work together to share our knowledge and experiences. Our success depends on the success of our volunteers.

## MCACC and Volunteer Program Mission Statements

### Our Mission

Working together to serve the animals and people of Maricopa County.

### Our Vision

We envision a community in which all pets are part of a family, provided with compassionate care and companionship. We strive to be an innovative and trusted resource for the community.

### Our Volunteer Program Mission

To engage and support a dynamic volunteer force that reinforces MCACC's mission to best serve the animals and people of Maricopa County.

### Our Volunteer Program Goals

- Maintain a robust and active volunteer force
- Improve retention of active volunteers each year
- Increase volunteer impact (logged hours) every year
- Encourage a positive and supportive environment while making a difference in the lives of the animals in our care

## Locations and Hours of Operation

### West Valley Animal Care Center

2500 S. 27<sup>th</sup> Ave, Phoenix, AZ 85009

### East Valley Animal Care Center

2630 W. Rio Salado Pkwy, Mesa, AZ 85201

### Lost pet recovery, stray pet intake, licensing, rabies vaccinations and microchip services

Monday – Friday 9AM – 6PM

Saturday – Sunday 9AM – 5PM

### Adoptions

Monday – Friday 11AM – 6PM

Saturday – Sunday 11AM – 5PM

*\*Hours and locations subject to change on holidays and special circumstances*

## Stay Informed

Visit our websites and social media platforms for additional and up-to-date information:

**MCACC Phone:** 602-506-7387(PETS)

**MCACC Website:** <https://www.maricopa.gov/pets>

**MCACC Volunteer Information Page:** <https://www.maricopa.gov/294/Volunteer>

**MCACC Facebook Page:** <https://www.facebook.com/MaricopaCountyAnimalCareandControl>

**MCACC Twitter:** @MCAnimalCare

**MCACC Instagram:** @MCAnimalCare

**Maricopa County YouTube:** <https://www.youtube.com/channel/UCZKASNi4Nm27rw3gfUljEKA>



## General Guidelines and Best Practices

Each of the guidelines and best practices listed below is supported by a Maricopa County or MCACC department policy. For more information on County or department policies, please contact the Volunteer Coordinator.

### Definition of a Volunteer

At MCACC, a volunteer is an individual who, without compensation or expectation of compensation, willingly gives time to complete a task at the direction of, and on behalf of, MCACC either while on the shelter premises or at a shelter sponsored event. Under this definition, individuals who primarily foster animals (whether short- or long-term) do not fall under the volunteer program and directly report to the Alternative Placement Team. A description of our Volunteer Opportunities and Volunteer Classifications are set forth later in this Handbook.



## Volunteer Housekeeping Basics

Below is a collection of important policies and processes that apply to all MCACC volunteers.

### Activities and Events

MCACC schedules and plans activities and events (both on-site and off-site) for adoptions, awareness, and other outreach initiatives. All activities and events, either on the MCACC premises or as represented as MCACC in the public, must be coordinated and approved by MCACC management. Unscheduled or impromptu activities or events will not be supported or endorsed by MCACC. For more information, visit: <https://www.maricopa.gov/5394/Group-Events>.

### Adopting a Shelter Pet

Volunteers may (and are encouraged to) adopt from the shelter just as the public (with no expectation of reduced fees or privileges). Adoption is contingent upon the volunteer meeting the adoption guidelines and payment of all applicable fees.

### Age Restrictions

Volunteers in our volunteer program must be 15 years of age or older.

Volunteers under 18 years of age must always be accompanied by a parent or guardian who has attended volunteer orientation and any required training relevant to the volunteer assignment the minor is completing. Minors may be restricted from performing certain volunteer services, including holding leashes and handling animals, for their safety and the safety of the animals in our care.

### Alcohol & Drug Free Workplace

Volunteers are one of MCACC's most valuable resources, and, for that reason, your health and safety is of paramount concern; MCACC is committed to safeguarding the health and safety of all volunteers. The use or abuse of alcohol, drugs, or other controlled substances affects the safety of everyone present at MCACC. MCACC strictly forbids any alcohol or drug use, or being under the influence of drugs or alcohol, on MCACC property during volunteer hours. MCACC also does not allow any abuse of prescription or over-the-counter medication on MCACC property during volunteer hours.



### County Property

The equipment and facilities of MCACC are to be used only for the benefit of MCACC. Personal use of MCACC equipment is not allowed. Employees and volunteers are expected to exercise appropriate care for furniture, supplies, and equipment at MCACC.

In the event of damage, theft, or sabotage to property of MCACC, its animals, or any employee or volunteer, MCACC reserves the right to ask you to assist and cooperate in necessary investigations. In addition,

MCACC reserves the right to conduct routine inspections of all areas on MCACC's premises, including lockers. Personal belongings located on the property of MCACC may be subject to search.

You may not use County or MCACC insignias, logos, photographs, or any other County intellectual property ("County Intellectual Property") without the express, written consent of the County. In no event shall you use County Intellectual Property in a way that misrepresents or causes confusion as to the source of the use or in a manner that passes yourself off as part of the County or MCACC organization. Upon discovery of such use, MCACC will ask that you cease such use immediately. Failure to do so may result in ending your volunteer agreement and any further action necessary to stop the infringing use of County Intellectual Property.

This policy extends to all items received through in-kind donations from volunteers and members of the public, which are considered MCACC property upon donation.

### Donations

MCACC is extremely grateful for the generous support of our volunteers and community members to provide much-needed items for our organization. Sometimes, special circumstances, like limited storage space and safety considerations, may hinder our ability to accept certain items. Before soliciting or accepting donations on behalf of MCACC, volunteers must confirm those items are needed and receive approval from a shelter supervisor or manager.



### Employment Opportunities

As a volunteer of MCACC, you are welcome to apply for vacant staff positions and reference your volunteer experience in your application. Job openings are posted on the Maricopa County website (<https://www.governmentjobs.com/careers/maricopa>). If you are interested in a posted vacancy, you must apply for the position as detailed in the position announcement.

### Euthanasia

As a municipal organization, MCACC is tasked with protecting the health and safety of the people, pets, and animals in our community. MCACC considers euthanasia to be the last resort and attempts, when safe, to find an appropriate home or New Hope partner for each of the 30,000 cats and dogs that come through our doors each year. Thanks to many life-saving programs, our organization saves 95% of the animals that find their way to our shelter.

As a volunteer, you may be exposed to animals facing euthanasia, even though you will never have to witness it. Whether or not you personally agree with the practice, this is a day-to-day reality at the shelter. Despite your personal feelings on this issue, please be considerate – our staff deals with the administration of euthanasia and its after-effects daily.

### Good Housekeeping

MCACC is proud of the cleanliness of our facility. Please help preserve our standard of good housekeeping by maintaining all work areas in a clean and orderly manner. If there is an area of concern, please direct the concern to the Volunteer Coordinator or a member of management for appropriate follow-up.

### Open Door Policy

MCACC believes in an open-door communication policy. You are encouraged to bring your volunteer-, policy-, or procedure-related issues or concerns to the attention of your Volunteer Coordinator or a member of MCACC management at any time.

### Parking

MCACC is not liable for theft or damage to your personal vehicle while you are volunteering or visiting the shelter. We advise you to keep your doors locked and bring all valuable items with you or leave them at home.

### Family & Friends on MCACC Campus

Family, including minor children, and friends of volunteers are not allowed beyond MCACC areas of public access and should not attend volunteer hours unless they are a volunteer themselves.

### Personal Pets on MCACC Campus

Due to the high-stress environment of an animal shelter, MCACC does not allow volunteers to bring their personally-owned animals onto MCACC campus while volunteering.

### Tobacco on MCACC Campus

All Maricopa County facilities are tobacco-free properties, including both animal care centers. Use of tobacco products (including smokeless tobacco, e-cigarettes, tobacco vapors, etc.) is not permitted in any County building. Smoking is not allowed on-property nor within 20 feet of entrances/exits to buildings.

### Volunteer Hours

Regular volunteer hours are from 7 am until 7 pm each day at both shelter facilities. Volunteers are asked to be out of the wings and areas with dog kennels by 6:45 pm to allow staff to secure the building for the evening. Holidays and special events may affect these hours and notice will be given ahead of time.

### Volunteer Safety

Safety is of the utmost importance at MCACC. Please read the following guidelines to know how and where to report and/or respond to safety issues or concerns. The animals in our care depend on all of us – please report to shelter staff immediately any observations of concern, such as signs of illness or untreated wounds, or behavioral issues, so they may be addressed.



### Animal Bites

Per state law, whenever an animal tooth breaks skin, it is considered a bite. You are required to report all bites, regardless of how minor the injury. Failure to report a bite, whether the bite happened to you or you witnessed the bite, could result in the ending of your volunteer agreement.

If you witness or sustain a bite, first address any first aid needs, including cleaning the bite wound thoroughly, or if necessary, calling for emergency medical assistance (e.g. Occupational Health Clinic/Emergency Room). Then immediately report the bite to a staff member and fill out an incident report (see appendix) with your contact information and all details surrounding the bite, including what activity you (or the person you witnessed) were doing with the animal and the animal's body language immediately before the bite occurred. Depending on the severity or circumstances of the bite, the Volunteer Coordinator or Shelter Manager may choose to send the volunteer(s) home for the day.

Animal bites can occur for many reasons and do not necessarily reflect poorly on that animal's behavior. If we have all the relevant information, we will be better prepared to handle the situation in the best interest of the animal and our community.



### Fire & Emergencies

Familiarize yourself with the location of fire evacuation routes that you could use to leave your work area in the event of fire or emergency. Please make every effort to guard against fire hazards. In the event of an emergency elsewhere in the facility, you will receive directions on what to do (evacuate, lock-down, etc.).

### Inclement Weather

Great value is placed on punctuality and reliability, but in the event of inclement weather, MCACC does not expect volunteers to report for their shift when doing so endangers their personal safety. Please remember to contact the Volunteer Coordinator and/or remove yourself from the schedule online, if needed.

### Inmate Policy

MCACC contracts with local Department of Corrections programs to utilize inmates to assist with morning cleaning at both shelter facilities. Inmates are usually on-site at the shelter from about 6 am until 11 am each day and help with sanitizing and deep cleaning every

outside kennel. They may also assist with other tasks at either shelter including laundry, feeding, or various special projects. Shelter staff is responsible for managing inmates while at the shelter.

If you are volunteering during these hours, the following guidelines for interacting with inmates apply:

1. Always treat inmates with respect and in a professional manner.
2. No physical contact at any time.
3. Do not accept any items from the inmates and do not give them anything above the requirements of their job.
4. Do not take any photos of, or near, inmates.
5. Do not share your personal life with inmates. Do not share your cell phone number, email, or address with inmates.
6. If you witness any concerning behaviors, please report it to a staff member immediately. Do not attempt to address it with the inmate directly.

If at any time, you witness or are a part of a violation of this Inmate Policy, please report to shelter staff immediately. Do not attempt to solve conflicts between inmates or attempt to direct inmates on their job duties. All instructions to inmates must come from MCACC or Correctional staff.

### MCACC Buildings/Security Systems Access

You may be given access to non-public areas of MCACC buildings and security systems for assignments relating to your volunteer position. This access is restricted to your use only and is not to be shared with others without prior authorization. If a volunteer provides any unauthorized person access to any MCACC building or security system, it may result in the ending of their volunteer agreement.

### Receiving Area

You must not enter the receiving area when trucks are unloading stray animals. This is for your safety and the safety of our animals. If you are unsure where this area is, please contact the Volunteer Coordinator or a member of management. This area is reviewed during the orientation/shelter tours.

### Safety

An effective safety program requires the full cooperation of all employees and volunteers. For that reason, employees and volunteers are expected to exercise care for their own safety and that of fellow workers by observing all safety rules. Volunteers may be required to use safety and personal protective equipment (PPE) during volunteer hours.

If you see an unsafe condition, it is imperative that you immediately report it to the Volunteer Coordinator or a member of management as soon as possible. If you are ever directed to take an action that you believe to be unsafe, you should immediately report the incident to the Volunteer Coordinator or a member of management. Questions or comments regarding safety issues should be discussed with the Volunteer Coordinator or a member of management.



### Violence Prevention & Weapons

To ensure a harmonious, safe and healthy workplace and to minimize the opportunity for violence, MCACC has adopted a "zero tolerance" policy toward workplace violence. Any and all acts of intimidation, threats (even if apparently facetious), possession of lethal weapons, or acts of violence will be considered a Serious Infraction. These acts will be referred to legal authorities when appropriate. A threat, threatening behavior, or any other act of aggression by an employee or volunteer while they are on-site or off-site on official MCACC business is a violation of this policy. Volunteers should report any knowledge of a direct, or indirect, threat made toward themselves, another volunteer, an employee, or a visitor. Confidential reports can be made to the Volunteer Coordinator, the Director, or the first available member of management.

If you encounter a member of the public that you suspect is potentially dangerous or hostile:

- Immediately alert the Volunteer Coordinator, a supervisor, or other staff member to the situation
- Do not risk harm to yourself
- You should not take any action that might put yourself or others in danger

MCACC does not allow weapons, including concealed handguns or other weapons (to include knives with blades longer than three inches), to be carried onto its property. Possession of any deadly weapons anywhere on the campus of MCACC is strictly prohibited and may result in immediate termination from the volunteer program.



### Workplace Injuries

Every injury, no matter how slight, must be reported immediately to the Volunteer Coordinator or a member of MCACC management. Even seemingly minor injuries can result in serious complications if proper medical attention is not obtained. If you are injured while volunteering with MCACC, it is your responsibility to report the accident immediately, and you may be required to complete MCACC's incident report (see appendix).

### Zoonotic Disease

Zoonotic diseases are diseases caused by infectious agents that can be transmitted between animals and humans. You should not let this section alarm you, but rather remind you that you are volunteering in a hospital-like environment where these organisms often exist.

The most effective means of preventing zoonosis is to:

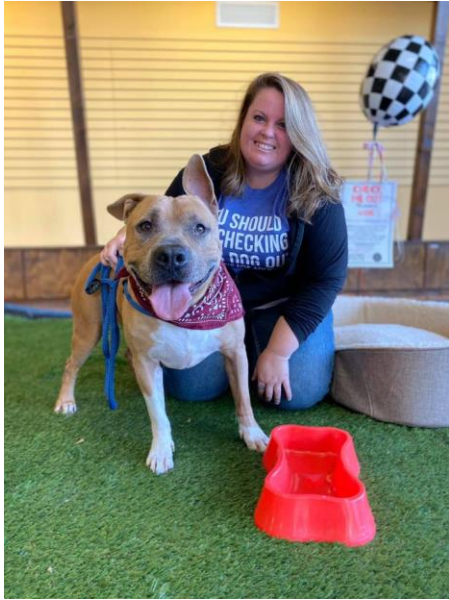
- Wash your hands frequently with antibacterial soap, especially after handling any animal and prior to eating or drinking.
- Wear gloves when cleaning (especially when cleaning up waste and litter).
- Immediately disinfect scratches and bite wounds.
- Let your physician know that you work closely with shelter animals.



Just as you can catch illnesses from dogs and cats, you can also unknowingly carry illnesses home to your pets. The most effective means of preventing the spread of illness to your pets (or from your pets to our shelter animals) are to:

- Make sure that your own animals have all their vaccinations up to date. Let your veterinarian know that you work with shelter animals.
- Change your shelter clothes before socializing with your animals at home, and vice versa.
- Check the soles of your shoes before leaving the shelter to ensure you are not tracking feces into your car and home. Or, even better, designate a pair of shoes to be your "shelter shoes" and take them off before entering your home.





## Volunteer Responsibilities

Our volunteers are part of the MCACC team and therefore we uphold you to similar standards as our shelter employees.

### Attendance

Absences of volunteers can put a strain on the ability of MCACC to provide adequate care for the shelter animals. If you cannot report to your scheduled shift for any reason, we ask that you notify us at least 24 hours in advance by either removing your scheduled shift online or emailing the Volunteer Coordinator.

If a volunteer repeatedly misses scheduled shifts with no advance communication (as noted above), the individual may be asked to meet with the Volunteer Coordinator. During that discussion, the individual can explain their current situation and reconfirm their level of commitment to MCACC.

### Code of Conduct

As a volunteer of MCACC, you are representing Maricopa County any time you interact with people and animals, even outside of your volunteer duties. We ask that you are polite and courteous when interacting with visitors to the shelter and potential adopters. We also ask that you treat all employees and volunteers with respect, dignity, and compassion. Further, treat all animals in a humane and safe manner and report any instances of inhumane conduct to a manager. Do not wear county T-shirts, emblems, or name badges while drinking or engaging in any questionable or illegal activities, both on-site and off-site.

Disrespectful or unprofessional behavior, harassment, discrimination, retaliation, threats, disparaging remarks, and discriminatory or vulgar language will not be tolerated. This code of conduct applies to online and/or written material as well as personal interactions with staff, other volunteers, and members of the public.

Please refer to the separate MCACC Volunteer Code of Conduct policy (see appendix) for additional guidelines and information.

### Communication with the News Media

The Public Information Officer is responsible for all media relations for MCACC. This includes disseminating all press releases and handling all press inquiries. Only the Public Information Officer and/or the Director are authorized to give verbal or written public statements on behalf of MCACC.

To that end, if you receive an inquiry from a representative of the media inquiring about MCACC and/or recent events at MCACC, you should promptly refer the inquiry to the Public Information Officer (602-506-3471). Do not contact or speak with the media on behalf of MCACC without express permission from the MCACC Public Information Officer or Director.

### Confidential Information

Volunteers are not allowed to share any confidential information they may encounter while volunteering for/at MCACC, unless required by law or approved by the Director. Confidential Information includes personal identifying details (names, phone numbers, addresses, email addresses, etc.) of staff, volunteers, adopters, previous animal owners, DO NOT ADOPT lists, and animal rescue organizations. Confidential Information may also include an individual's credit card numbers, social security numbers, medical history, family member's information, or other personal characteristics.

Volunteers are expected to exercise care not to disclose Confidential Information unintentionally, by indiscreet conversation, or by careless handling of Confidential Information. Volunteers may not use County property to access Confidential Information for anything other than business needs as identified by MCACC. This prohibits accessing and/or using Confidential Information with the intent to contact or meet individuals, including adopters, rescue partners, staff, volunteers, or members of the public. Any volunteer who purposely, or through failure to exercise reasonable care, causes Confidential Information to be improperly disclosed or used, may be released from the volunteer program.



### Conflict of Interest

A conflict of interest refers to a situation where a volunteer has competing personal or professional obligations and/or interests that would negatively impact their ability to fulfill their MCACC volunteer duties fairly and ethically. Any suspected conflict of interest, real or perceived, must be reported to the Volunteer Coordinator within 24-48 hours of the conflict being realized or identified. In some instances, this may result in alternate volunteer assignments to avoid the appearance of, or actual, impropriety.

### Conflict Resolution

MCACC welcomes and values volunteers and has an open-door policy for volunteers to raise their concerns without fear of reprisal or discrimination. All volunteers are encouraged to contact their Volunteer Coordinator to raise any concerns or questions. When disputes or misunderstandings occur, the circumstances will be reviewed and considered by the Volunteer Coordinator. The

Volunteer Coordinator will often meet with volunteers to work together to find an acceptable solution or an appropriate compromise to the issue. The goal is to have a positive and collaborative environment for staff and volunteers to do their best work.

If a volunteer has a direct conflict with the Volunteer Coordinator or Shelter Manager concerning issues of reprisal, harassment or discrimination, they may contact the Deputy Director at 602-506-5100 or the Director at 602-506-8515.

#### Corrective Action

MCACC reserves the right to end any relationships between a volunteer and MCACC at any time, with or without notice or explanation. Failure to comply with this Handbook, MCACC guidelines, policies, and procedures may result in removal from the volunteer program. Released volunteers are not permitted entry to MCACC beyond areas of public access.

Although the goal is that with proper training and support, there will never be a need to address inappropriate behavior or conduct, it is important to outline MCACC's corrective action process for volunteers in the event such issues need to be addressed. To accomplish this goal, everyone must hold themselves to certain standards of conduct and behavior. In order to ensure everyone is informed of those standards and possible consequences for inappropriate conduct, the following outline is provided:

#### Zero Tolerance Actions – Immediate Cancellation of the Volunteer Agreement with MCACC:

- Animal cruelty/abuse, including kicking or hitting an animal
- Insubordination
- Fighting or threats of violence
- Intoxication/under the influence (no drug or alcohol use permitted)
- Harassment of any kind, including sexual harassment and/or inappropriate sexual behavior
- Improper use or disclosure of confidential information stored by MCACC
- Theft and/or intentionally damaging property
- Using and/or duplicating building and/or office keys without written authorization
- Failure to immediately (or as soon as possible) report a bite or other injury
- Carrying and/or bringing weapons on to the property
- Unauthorized access to County property (including access outside of volunteer hours)
- Violation of the Dept. of Corrections Inmate Policy provided by MCACC

Other issues involving the failure to comply with rules, guidelines and expectations are categorized into two levels: **Minor Infraction** and **Serious Infraction**. *(See next page.)*

- A Minor Infraction, as determined by the Volunteer Coordinator, may result in a documented discussion. Although not an inclusive list, examples may include: not logging volunteer hours, not adhering to the volunteer dress code, excessive “no-shows” for volunteer shifts, correctable mistakes, a simple or reasonable misunderstanding, complaints from the public, staff, or volunteers regarding discourteous, disrespectful, or problematic interactions or communications, etc.



- A Serious Infraction, as determined by the Volunteer Coordinator, may result in a documented discussion, a break in service for a period as set by the Volunteer Coordinator or termination of the volunteer agreement with MCACC.
- If a break in service is directed, the volunteer will be advised in writing that if/when the volunteer chooses to return, he/she will contact the Volunteer Coordinator prior to resuming volunteer service.
- Examples of a Serious Infraction that may justify the termination of a volunteer agreement include, but are not limited to: behavior described under the Zero Tolerance Section, endangering the safety of others (animals and people), failure to adhere to MCACC guidelines, policies and procedures, efforts to disrupt the operations of MCACC, repeated “minor issues” where attempts to correct the issue or issues have been ineffective.

### Dress Code

Volunteers are required to adhere to the following dress code guidelines to allow volunteers to be recognizable and to protect their safety when interacting with our animals. All volunteers will be provided with one (1) complimentary volunteer T-shirt upon completion of their New Volunteer On-Boarding and Training session.

- Volunteers must always wear an approved volunteer T-shirt while representing MCACC, both on-site and off-site.
- All individuals should wear a nametag or have their name clearly and neatly displayed on their shirt.
- Long, sturdy pants (must completely cover and come past knees) must be worn to protect your legs. Shorts, skirts, yoga pants, and dresses will not be allowed.
- Closed-toe and closed-back shoes are required for all volunteers, regardless of capacity of your assignment. Shoes should be appropriate for your assignment that day.
- Clothing should be in good condition with no rips or tears.
- Jewelry that might be dangerous or attract the attention of the animals should be covered with a flesh-colored bandage or removed while volunteering with animals.
- Earbuds/Headphones should not be worn while walking or handling animals.

Exceptions: volunteers working in specialized project areas may be allowed alterations in the dress code policy at the approval of the staff member in charge of the program. For example, volunteers in our veterinary clinic may be approved to wear scrubs.

Please see the Volunteer Coordinator with any dress code questions. Dress code violations may result in the volunteer being asked to leave. Repeat dress code violations may result in the ending of the volunteer agreement.

### Keys

Each volunteer will be issued a kennel key for the shelter at which they are volunteering. This is your key, please do not lose it. If you must end your volunteer obligations, you will be expected to return your key to the Volunteer Coordinator. Our security, as well as the safety of the animals and the public, is of the utmost importance.

### Maintaining Active Volunteer Status

Active volunteers are those who volunteer a minimum of 8 hours per month tracked through the Volgistics system.

If a volunteer is unable to regularly meet the minimum hour requirements every month, the individual may be asked to meet with the Volunteer Coordinator to determine the extent of their commitment to MCACC.

### Resignation Procedure

Upon leaving the MCACC volunteer program, for whatever reason, please inform the Volunteer Coordinator and return your key(s) and any other county items you have received while volunteering. This notification enables us to keep our records up to date and further improve the volunteer program.



If 60 days pass without any logged volunteer hours, MCACC will assume you have resigned your volunteer position. You will be contacted and asked to return your shelter keys and any other county items that have been issued to you as a volunteer.

### Reinstatement Process

Volunteers interested in returning to the program after their record has become inactive will follow one of the following processes depending on the length of absence. Individuals who have not volunteered for more than six months will need to submit a new volunteer application, attend orientation, and complete all required training.

If the individual wishes to return to volunteering within six months of their last date of volunteer service, they must meet with the Volunteer Coordinator prior to resuming their volunteer responsibilities. Upon approval from the Volunteer Coordinator, inactive volunteers may be reinstated within six months of their last date of service without submitting a new volunteer application. However, additional trainings may be required. Requests for reinstatement may be declined depending on the circumstances of the volunteer's absence and/or the needs of the shelter.

### Responding to Questions or Requests for Unauthorized Tasks

When volunteering, you will receive many questions from the public. Each volunteer is at a different level of training and skill. To keep from giving out misinformation or completing a task improperly, please direct the public to a staff member if you are unable or unsure as to how to help them. Doing something for which you have not been trained risks doing a task improperly or getting injured. An example of a response to a question or task you are unfamiliar with: *"I'm not sure, but let me find someone who can help you,"* and then introduce them to a staff member who can assist. As a volunteer, you are not allowed to give medical or legal advice to the public.

### Scheduling Shifts

All volunteers are required to schedule themselves for shifts at the shelter by utilizing our online volunteer portal in Volgistics. Scheduling your shifts ahead of time allows MCACC to adequately manage staff and volunteer resources. If a specific shift or assignment is full, please respect the other volunteers' time and opt for a different assignment or date that has availability.

### Separation from the Volunteer Program

MCACC reserves the right to end any relationships between a volunteer and MCACC with or without notice or explanation. Released volunteers are not permitted entry to MCACC beyond areas of public access. Failure to comply with MCACC guidelines, policies, and procedures may result in removal from the volunteer program.



MCACC has an obligation to the animals in our care, to the staff, the general public, and our community to uphold the highest standards and integrity regarding our operations and animal care. Any behavior that is detrimental to that integrity, such as, but not limited to: the mistreatment of the animals, alcohol or drug abuse, insubordination, misrepresentation of MCACC and other animal welfare organizations to customers, misconduct, property theft, failure to adhere to policies and procedures, ill-treatment of staff, volunteers or customers, and improper usage of equipment, may conclude in separation of a volunteer position held at MCACC.

### Social Media

MCACC volunteers are encouraged to use social media to share their volunteer experience, including our adoptable pets. Before posting about MCACC online, be sure that you are not revealing any Confidential Information (see above). Any personal comments made on private or public pages should be clearly identified as personal comments, using a phrase such as *"This is my personal opinion and does not necessarily represent the views of MCACC."*

When sharing adoptable animals on social media sites, please include the animal's ID number to increase the likelihood of an adoption. By turning the animal ID number into a searchable hashtag, individuals will be able to locate other public posts related to that animal. To create a searchable hashtag, simply put "#" before the "A" number, for example: #A1234567.

Please refer to the separate MCACC Volunteer Social Media Policy (see appendix) for additional guidelines and information.

### Tracking Your Volunteer Hours

All volunteers are required to sign-in and sign-out at the beginning and end of every volunteer shift. This will allow you to accurately record your volunteer contributions (which may be used for appropriate tax, scholarship, or career purposes) and will allow MCACC to account for you in the event of a fire or other emergency. By tracking your hours, you are also allowing MCACC to understand the impact of volunteer time and the importance of certain programs. This information may also allow MCACC to receive specialized grant funding or other donations for further expansion of services.

## Volunteer Opportunities

Volunteers are involved in every aspect of our organization. Whatever your interests or skill sets, chances are we have an opportunity that will appeal to you! Below are some of our key roles. For a comprehensive list of current volunteer opportunities and responsibilities, please visit our Opportunity Directory at <https://www.volgistics.com/ex/portal.dll/od?from=15895>.

### Helping our Dogs

Volunteers often come to MCACC to help our shelter pets while they are waiting for their new homes.

Volunteers working with our dogs may be involved in the following areas:

- Dog Walking
- In-Kennel Enrichment
- Behavior Modification
- Kennel Cleaning
- Laundry
- Playgroups
- Paw-Powered Treadmill
- Pet Photography
- And more!

### Helping our Cats

Although we don't have nearly as many cats, many of our volunteers love to spend time with our feline friends! Most of our cats are housed at the West Shelter. Volunteers assisting with our cats may be involved in the following areas:

- Socialization
- In-Kennel Enrichment
- Kennel Cleaning
- Laundry
- Pet Photography
- And more!



### Adoption Counseling

We strive to find adoptive homes for our shelter pets! Adoption counselors work with families to find the perfect pet to fit their lifestyle and needs. This is a rewarding experience that both cat and dog handlers can learn!

### Shelter Medicine

We are fortunate to have full-time vet staff every day! Volunteers help our veterinarians and techs increase their capacity for care in many of the following ways.

- Kennel Cleaning
- Basic Grooming
- Surgical Prep
- Sterilizing Instruments
- Administering Treatment
- And more!

### Other Opportunities

We have a wide variety of programs in the shelter that allow us to increase our capacity for care and help more and more of our community members every day. We have volunteers that help worried families find their missing pet (Lost and Found) and others who work in the community to provide much-needed services (Pet Help). We also have volunteers who help with other day-to-day operations like marketing, development, fundraising, data entry, database management, inventory, and more!



## Volunteer Classifications

There are three levels of volunteer service based on the various stages of experience, training, and interests of our volunteers. All newly enrolled volunteers will begin at the first level and, if interested, may work towards reaching the other classifications over time.

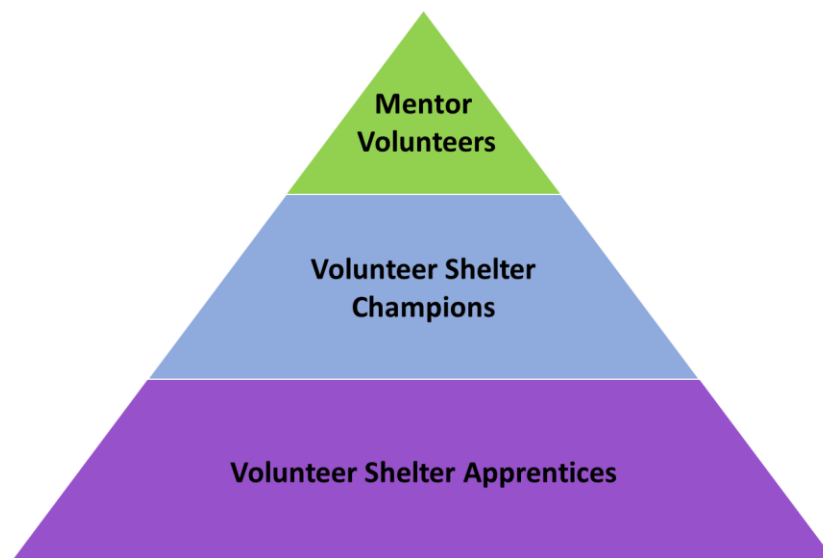
**Shelter Apprentice/Purple** – Complete orientation and initial trainings, including Chameleon database training. Volunteers must complete a minimum of 16 hours of volunteer service in low-contact areas before registering for Dog Walking training and/or Defensive Animal Handling. Examples of Shelter Apprentice volunteer roles are:

- Surgical Preparation
- Kennel Cleaning
- Laundry
- Lost and Found
- Lobby Greeter
- In-Kennel Enrichment
- Pet Photography
- Data Assistant
- And more!

**Shelter Champion/Blue** – Upon successful completion of Apprentice-level requirements and approval from the Volunteer Coordinator, a volunteer may choose to pursue Shelter Champion classification. This level is for experienced volunteers; there will be direct involvement with more animals and higher levels of access and responsibility. Examples of Shelter Champion volunteer roles are:

- Adoption Counseling
- Behavior Modification
- Dog Walking
- Administering Treatments
- Advanced Chameleon Use
- Cat Socialization
- Playgroups
- And more!

**Shelter Mentor/Green** – Upon successful completion of Champion-level requirements and approval from the Volunteer Coordinator, a volunteer may choose to pursue Shelter Mentor classification. This level is for Mentor volunteers; they are the subject matter experts of our volunteer program and help facilitate coordination amongst all involved in the shelter experience. Our Shelter Mentors serve in one or several areas to assist with the training and development of volunteer roles and may serve in any and all roles in the volunteer program.



For a list of current volunteer training opportunities for each volunteer classification, please review our training catalog: <https://www.maricopa.gov/294/Volunteer>.

## Frequently Asked Questions

These are just a few of the key questions asked by volunteers and members of the public when they visit our shelter. Please visit our website for a more thorough list of commonly asked questions.

### **Q: What does the adoption fee include?**

**A:** Adoption fees include: the spay or neuter surgery, rabies vaccine, booster vaccines, and 1-year license for dogs older than three months. Microchips are also included thanks to generous community sponsors. **Please do not quote fees to any potential adopters.**



### **Q: Who names the dogs?**

**A:** Many of our pets come into the shelter without tags, collars or microchips, which means we often do not know what their previous names were. Once the stray hold ends, staff and volunteers give the dogs and cats names to have while they are in the shelter.

### **Q: What is Rabies Quarantine or Bite Quarantine?**

**A:** This is a medical quarantine, required by law, resulting from a situation in which an animal has broken skin on a person creating a possible rabies exposure situation. Per state law, these animals must be held for a minimum of 10 days to observe for clinical signs of rabies. After a bite quarantine hold, each animal is evaluated to determine its potential risk to the health and safety of the community.

### **Q: Do I still have to go through foster training if I am already an onsite volunteer?**

**A:** Yes. Because fosters are managed by Alternative Placement, not the Volunteer Coordinator, any individual interested in fostering must also complete the separate foster application and training.

### **Q: Where can I find contact information for important shelter staff?**

**A:** For the most up-to-date contact list for key shelter staff, please visit our website: <https://www.maricopa.gov/294/Volunteer>. You can always contact the Volunteer Coordinator with concerns or issues as well.

## Appendix

The following forms, policies, and documents are supplied to provide supplemental information as referenced throughout the Handbook. Each document begins on a new page. Forms will be first, followed by MCACC and Maricopa County Policies, followed by any other pertinent documents. If you have questions or would like to see additional information added to the Appendix, please contact the Volunteer Coordinator.



## Maricopa County Animal Care and Control



### Volunteer Acknowledgement

Please review and initial each item listed below and then sign and date in the space provided. Once completed, please detach and provide this page to the Volunteer Coordinator to begin your exciting journey as a valuable partner of the MCACC volunteer program.

I have completely read and fully understand the Maricopa County Animal Care and Control (MCACC) Volunteer Handbook and agree to adhere to the following rules, guidelines, and principles:

\_\_\_\_\_ I will always treat all animals in our care humanely and with compassion.

\_\_\_\_\_ As a representative of MCACC, I will always strive to provide outstanding customer service and be professional in all my interactions with the public, staff, and other volunteers.

\_\_\_\_\_ I will sign in to Volgistics at the beginning of my volunteer shift and sign out at the end of my shift at the shelter. When volunteering at an off-site event, I will sign in and out on the provided sheet.

\_\_\_\_\_ I will immediately report ANY animal bite or injury and follow all required procedures.

\_\_\_\_\_ I will always follow all MCACC guidelines and procedures to ensure the health and safety of all animals, volunteers, staff, and the public, including preventing the spread of zoonotic diseases.

\_\_\_\_\_ I will adhere to the dress code, including wearing a volunteer t-shirt and name tag, or have my name clearly displayed on my shirt, at all times when volunteering at the shelter or an off-site event.

\_\_\_\_\_ I understand that I will not speak to the media on behalf of MCACC and will refer all media inquiries and requests to the Public Information Officer.

\_\_\_\_\_ I will not undermine nor interfere with MCACC staff interactions with the public.

\_\_\_\_\_ I will not engage the inmates cleaning the shelter above and beyond the requirements of their assignment, I will not give the inmates anything they are not authorized to have or take anything from the inmates, nor will I take photos of, or near, the inmates at the shelter.

\_\_\_\_\_ I will abide by all MCACC rules relating to confidentiality and will not use nor disclose any Confidential Information without prior written approval from the Director.

\_\_\_\_\_ I will not give medical or legal advice to the public.

\_\_\_\_\_ I will follow the Social Media guidelines listed in this handbook and the Social Media Policy whenever using social media on behalf of MCACC and/or on personal/private pages.

\_\_\_\_\_ I will follow the guidelines on conduct listed in the MCACC Volunteer Handbook and the Volunteer Code of Conduct Policy.

\_\_\_\_\_ I understand that failure to adhere to any of the above rules may result in my immediate removal from the volunteer program.

Volunteer Name (Please Print): \_\_\_\_\_

Volunteer Signature: \_\_\_\_\_ Date: \_\_\_\_\_



# Maricopa County Animal Care and Control



## Release of Liability

I, \_\_\_\_\_, hereby agree to participate in a Maricopa County Volunteer program with the Department of Maricopa County Animal Care and Control. In doing so, I agree to comply with all of the rules, regulations, policies, and procedures of Maricopa County. I understand that failure to do so may result in immediate suspension from the program. I acknowledge that my participation is strictly on a volunteer basis, without pay or compensation of any kind, and without liability of any nature on behalf of Maricopa County Animal Care and Control.

I recognize that in the participation of this, and any Maricopa County programs, there exists a risk of injury including, but not limited to, physical harm. On behalf of myself, my heirs, personal representatives and executors, I hereby release, discharge, indemnify and hold harmless, Maricopa County, its' agents, servants, and employees from any and all claims, causes of action, or demands, of any nature or cause, including all claims arising out of the negligence of Maricopa County and any persons for whose actions Maricopa County may be held liable, and including attorney fees incurred or sustained by me in any way connected with my participation in any program for Maricopa County.

Volunteer Signature \_\_\_\_\_ Date \_\_\_\_\_

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## Film and Photographic Public Release

I hereby grant and authorize Maricopa County and its representatives the right, without any obligation to me, to take, edit, alter, copy, exhibit, publish, distribute and/or make use of any and all pictures or video taken of me to be used in and/or for any promotional materials including, but not limited to, newsletters, flyers, posters, brochures, advertisements, fundraising letters, annual reports, websites, social networking sites and other print and digital communications that they may designate.

Volunteer Name (Printed) \_\_\_\_\_

Volunteer Signature \_\_\_\_\_ Date \_\_\_\_\_





# Maricopa County Animal Care and Control

## Waiver, Release and Permission for Minor



### RELEASE OF LIABILITY

PARENTAL/GUARDIAN ACKNOWLEDGMENT: As the parent/guardian of \_\_\_\_\_, in consideration of the above-named minor volunteering for Maricopa County Animal Care and Control, the undersigned agrees to the following:

1. PARENTAL/GUARDIAN PERMISSION: The undersigned parent/guardian acknowledges and understands that volunteering for Maricopa County Animal Care and Control involves a risk of injury including physical harm including, but not limited to, falls, bumps, bruises and voluntarily grants the above named minor full permission to participate in volunteering, and hereby assumes full responsibility for the actions of the above named minor. The undersigned parent/guardian hereby agrees that the above-named minor will comply with all of the rules, regulations, policies and procedures of Maricopa County Animal Care and Control.

2. RELEASE FROM LIABILITY: As the parent/guardian of the above named minor, I hereby release and discharge for myself, my spouse, the minor as well as his/her heirs and legal representatives, Maricopa County, from any and all claims, demands and or/causes of actions and liability whatsoever as a result of the above named minor's participation in volunteering at Maricopa Animal Care and Control facilities EVEN IF CAUSED BY THE NEGLIGENCE OR ANY OTHER TYPE FAULT OF MARICOPA COUNTY, ITS OFFICERS, EMPLOYEES AND OTHER AGENTS. As the parent/guardian of the above-named minor, I recognize that in the performance of volunteer tasks there exists a risk of injury including, but not limited to, physical harm caused by animals. I understand that an animals' history and propensity to bite are unknown to Maricopa County Animal Care & Control and therefore injuries caused by animals are not the fault of Maricopa County Animal Care & Control. I will not hold Maricopa County Animal Care & Control responsible for any such incident involving harm by an animal. On behalf of myself, my heirs, personal representatives and executors, I hereby release, discharge, indemnify and hold harmless, Maricopa County and the Department of Animal Care & Control, its' agents, servants, and employees from any and all claims, causes of action, or demands, of any nature or cause, including all claims arising out of the negligence of Maricopa County and any persons for whose actions Maricopa County may be held liable, and including attorney fees incurred or sustained by me in any way connected with my services for Maricopa County Animal Care & Control, including but not limited to animal bites, accidents or injuries.

3. INDEMNIFICATION AND HOLD HARMLESS: The undersigned parent/guardian agree to indemnify and hold harmless Maricopa County, its officers, employees, and agents, from any and all claims, judgments and costs, including reasonable attorney fees, as a result of the above-named minor's participation in volunteering for any of Maricopa County Animal Care and Control facilities.

4. UNDERSTANDING OF WAIVER AND RELEASE: The undersigned certify that they have read and understand the contents of this Release, and desire to be bound by its terms.

Volunteer Signature \_\_\_\_\_ Date \_\_\_\_\_

Parent/Guardian Signature \_\_\_\_\_ Date \_\_\_\_\_

Relationship to Minor \_\_\_\_\_

Address \_\_\_\_\_

Phone Number \_\_\_\_\_



# Maricopa County Animal Care and Control

Photo Release for Minor



## FILM AND PHOTOGRAPHIC PUBLIC RELEASE

I hereby grant and authorize Maricopa County and its representatives the right, without any obligation to me, to take, edit, alter, copy, exhibit, publish, distribute and/or make use of any and all pictures or video taken of me to be used in and/or for any promotional materials including, but not limited to, newsletters, flyers, posters, brochures, advertisements, fundraising letters, annual reports, websites, social networking sites and other print and digital communications that they may designate.

Volunteer Name (Printed) \_\_\_\_\_

Volunteer Signature \_\_\_\_\_ Date \_\_\_\_\_

Parent/Guardian Signature \_\_\_\_\_ Date \_\_\_\_\_



Maricopa County  
Animal Care and Control

# Maricopa County Animal Care and Control

## Incident and Injury Report



<b>Person Completing Report:</b>			
<b>Victim Name:</b>		<b>Victim Address:</b>	
<b>Phone:</b>	<b>Email:</b>	<b>City:</b>	<b>State:</b>
<b>Incident Date:</b>	<b>Incident Time:</b>	<b>Law Enforcement Case #:</b>	<b>Agency</b> (i.e. MCSO PhxPD, PhxFD)
Please circle at least one of the following injury/incident types:			
<b><u>Auto:</u></b> County Private Public (Other)	<b><u>Property:</u></b> County Private Public (Other)	<b><u>Injury:</u></b> Employee Volunteer Public	<b>Other</b> (please explain):
<b>Location</b> ( <u>Exact</u> location where incident occurred, including physical address or intersection. Use building name and where in the building if in a county facility. <input type="checkbox"/> 2500 South 27 <sup>th</sup> Avenue, Phoenix, AZ 85009 <input type="checkbox"/> 2630 Wes Rio Salado Pkwy, Mesa, AZ 85201 <input type="checkbox"/> Other			
<b>Witnesses/Persons Involved</b> (list all names, please print):			

**Incident Description:** **Who, What, Where, When, Why** (Attach pictures, witness statements, other documents. **DO NOT** use abbreviations or employee numbers)

Signature\_\_\_\_\_

Date\_\_\_\_\_



## ANIMAL CARE & CONTROL INTERNAL POLICY

Policy Title:  <b>Volunteer Code of Conduct Policy</b>	Policy Number:	S7000
	Current Adoption Date:	03-25-2020
	Current Implementation Date:	03-30-2020
Approved by:  <b>MARY MARTIN</b>	Original Adoption Date:	01-06-2010

### **I. PURPOSE**

Maricopa County Animal Care and Control (MCACC) is committed to the highest standards of conduct, ethics, integrity, competence and professionalism. This policy outlines the professional and personal standards of conduct required for all Maricopa County Animal Care and Control Volunteers to achieve the highest levels of integrity and credibility in order to earn and maintain the public's trust.

### **II. AUTHORITY**

The Animal Care and Control Department is responsible for administering this policy. The director and other supervisory personnel are responsible for assuring compliance with this policy. Violation of County provisions and policies may be subject to the cancellation of the volunteer agreement.

### **III. APPLICATION**

This Policy applies to the Maricopa County Animal Care and Control department and its volunteers.

### **IV. DEFINITIONS**

- A. Conflict of Interest:** Conflict of interest arises when a person participates in a decision about a matter or exercises control over another person participating in a decision about a matter (including but not limited to any contract or arrangement of employment, leasing, sale or provision of goods and services) which may personally benefit or be seen to benefit that person because of actions or decisions made in their volunteer role. Situations which may give rise to a real or perceived Conflict of Interest include but are not limited to: volunteering for both a rescue and MCACC and being involved in identifying which animals are available to which rescues or fosters.
- B. County Property:** Any property owned, leased, or purchased by Maricopa County.
- C. Employee:** A person paid a wage, salary or stipend from public monies in accordance with official entries on County payroll. This includes all classified, unclassified, part-time, contract, and any temporary Employee paid through Maricopa County accounts payable processes.
- D. Volunteer:** At MCACC, a volunteer is an individual who, without compensation or expectation of compensation, willingly gives time to complete a task at the direction of, and on behalf of, MCACC either while on the shelter premises or at a shelter sponsored event.



Under this definition, individuals who primarily foster animals (whether short- or long-term) do not fall under the volunteer program and directly report to the Alternative Placement Team.

## **V. POLICY**

- A. Ethical Conduct:** Volunteers are expected to conduct themselves in a professional, honest, fair, ethical, courteous, and respectful manner.
- B. Nondiscriminatory Behavior:** When performing volunteer service for MCACC or representing the County, volunteers are not to engage in harassing and/or discriminatory behavior as defined by state or federal law or County policy.
- C. Avoidance of Conflicts of Interest:** Volunteers are expected to avoid situations or matters that may involve or have the appearance of a conflict of interest. A conflict of interest refers to a situation where a volunteer has competing personal or professional obligations and/or interests that would negatively impact their ability to fulfill their MCACC volunteer duties fairly and ethically. Should any suspected real or perceived conflict of interest arise, it must be reported to the Volunteer Coordinator within 24-48 hours of the conflict being realized or identified. In some instances, this may result in alternate volunteer assignment to avoid the appearance of, or actual, impropriety.
- D. Conformance to Established Laws and County Directives:** Volunteers are expected to comply with all local ordinances and state and federal laws and County policies and procedures.

Individuals convicted of violent crimes or crimes against animals are not authorized to volunteer for MCACC. Volunteers must report any arrest, charge and/or conviction of any violent crime or crime involving animal welfare in any jurisdiction to the Volunteer Coordinator a minimum of 3-business days PRIOR to returning to the shelter as a volunteer.

If a volunteer is involved in transporting animals by vehicle, he/she must have a valid driver's license.

- E. Prohibition of Alcohol and Illegal Substance Use:** Volunteers must not be performing any volunteer service for Maricopa County while consuming or under the influence of any alcoholic beverages or substances which impair, to any degree, their judgement and ability.
- F. Performance of Service:** Volunteers will report to the shelter clean, well-groomed and dressed appropriately for their assignment; this includes wearing a volunteer t-shirt with their name or a name tag. Other general requirements include:
  - 1. Respond as soon as possible to all public requests for services.
  - 2. Promptly, thoroughly and truthfully complete all computer records, written reports and documentation, ensuring that all the necessary information is included in the appropriate fields of the form or document.
  - 3. Check Volunteer database hours, calendar, and messages regularly and ensure a prompt and appropriate response.

4. Use all equipment and materials in an efficient and responsible manner, avoiding unnecessary waste of resources.
  5. Do not misuse, damage or deface County property and report any incidents of misuse, damage or defacing of County property to the Volunteer Coordinator as soon as possible.
  6. Do not use County property for personal use.
  7. While volunteering, written, oral, visual and digital communications are expected to be professional, courteous, and free from derogatory or disparaging comments.
  8. Volunteers are expected not to spread rumors, gossip, or share false information which discredits the County, Animal Care and Control, another Employee or Volunteer and/or harms their reputation.
  9. Volunteers must not give medical or legal advice to the public for any reason.
  10. Volunteers are prohibited from opening any quarantine, court-hold, or hold and notify animal kennels.
  11. Volunteers may open stray kennels to place bedding, clean or feed only. The animal is to be outside of the space on the other side of the closed guillotine kennel door. Volunteers may handle stray animals only under the supervision or at the direction of authorized staff.
  12. Volunteers are expected to follow and comply with all reasonable and lawful directives from the Volunteer Coordinator as well as other department supervisors and managers.
- G. Political Activity:** While on County property or representing the County, Volunteers are expected to behave in an unbiased manner and without favoritism for or against any political party or group.
- H. Public Appearances and Statements:** The Public Information Officer is responsible for all media relations for MCACC. Only the Public Information Officer and/or the Director are authorized to give verbal or written public statements on behalf of MCACC. Volunteers should refer all media requests to the PIO or the Director or inform the Volunteer Coordinator. Volunteers may not, under any circumstance use the County logo without permission from the Director. This includes, but is not limited to, solicitations on social networking sites such as Craigslist and Facebook.
- I. Violence Prevention and Weapons:** Maricopa County Animal Care and Control has adopted a "zero tolerance" policy toward workplace violence. Any and all acts of intimidation, threats (even if apparently facetious), possession of lethal weapons, or acts of violence will be considered serious misconduct. These acts will be referred to legal authorities when appropriate. A threat, threatening behavior, or any other act of aggression by an Employee or Volunteer while they are on-site or off-site on official shelter business is a violation of this policy. No weapons are permitted, including concealed handguns or concealed weapons (to include knives with blades longer than three inches), to be carried onto County property. Possession of any deadly weapons anywhere on the shelter campuses is strictly prohibited and may result in ending the volunteer agreement.

- J. Protected Information:** Volunteers are prohibited from disclosing (intentionally or otherwise) any privileged, confidential, or proprietary information belonging to or in the possession of the County. Disclosure includes, but is not limited to, posting privileged, confidential, or proprietary information on social media outlets, sending prohibited information via email, and oral disclosure of prohibited information to anyone not entitled to receive information.
- K. Treatment of Animals:** Volunteers will treat all animals in the shelter's care humanely and with compassion, and immediately report any incidents of inhumane treatment to the Volunteer Coordinator or Shelter Manager. Volunteers will only interact with animals they have been trained and approved for, and will follow all established rules, procedures, and guidelines for animal handling.
- L. Volunteer Safety:** Volunteers are expected to exercise care for their own safety and that of fellow workers by observing all safety rules. Employees and Volunteers are required to use all mandatory safety and personal protective equipment (PPE) while performing volunteer service. If you see an unsafe condition, it is imperative that you either correct the hazardous condition immediately or report it to your Volunteer Coordinator or Shelter Manager as soon as possible. This includes reporting all near misses or incidents in which an injury was narrowly avoided. Any issue that caused the near miss must be reviewed and corrected.
1. **Animal Bites** – Per state law, whenever an animal tooth breaks skin, it is considered a bite and we are required to report all bites, regardless of how minor the injury. If you witness or sustain a bite, first address any first aid needs and then immediately report the bite to a staff member.
  2. **Workplace Injuries** – Every injury, no matter how slight, must be reported immediately to a shelter supervisor or lead. Even seemingly minor injuries can result in serious complications if proper medical attention is not obtained.
  3. **Equipment** – Inspect all equipment before use to ensure the equipment is in good condition and may be used safely. Report any equipment damage or failure to the Volunteer Coordinator in writing the same day.
  4. **Receiving Area** – Volunteers must not enter the receiving area when trucks are unloading stray animals; this is for the safety of volunteers, staff and the animals.
  5. **Staff/Public Interactions** – Volunteers will not undermine nor interfere with shelter staff interactions with the public, including during intake situations, to ensure the safety and well-being of all involved.
  6. **Building/Property Access** – Volunteers shall not seek any unauthorized access to County property (including access outside of normal volunteer hours). Volunteers shall not provide any unauthorized person access to any MCACC building or security system at any time.
  7. **Behavior** – Disrespectful or unprofessional behavior, sexual harassment, discrimination, retaliation, threats, disparaging remarks, and discriminatory or vulgar language will not be tolerated. This applies to online and/or written material as well as personal interactions with

staff, other volunteers, and members of the public. If you witness to, or are the recipient of, any of the above behaviors, immediately report it to the Volunteer Coordinator or Shelter Manager.

**M. Corrective Actions:** The Volunteer Coordinator maintains an open-door policy and is the primary staff resource for all Volunteers. All Volunteers are encouraged to contact their Volunteer Coordinator to raise any concerns and questions. MCACC welcomes and values Volunteers. Both staff and Volunteers should be able to raise such issues without the fear of reprisal or discrimination. We strive for open, transparent communication so we may continue to improve on all levels.

When disputes or misunderstandings occur, the circumstances of each incident will be considered separately by the Volunteer Coordinator. The Volunteer Coordinator will often meet with Volunteers to work together to find an acceptable solution or an appropriate compromise to the issue. The goal is to have a positive and collaborative environment for staff and Volunteers to do their best work. In order to accomplish this goal, everyone must hold themselves to certain standards of conduct and behavior. In order to ensure everyone is informed of those standards and possible consequences for inappropriate conduct, the following outline is provided:

Zero Tolerance Actions – Cancellation of the Volunteer Agreement with MCACC:

- Animal cruelty/abuse, including kicking or hitting an animal
- Insubordination
- Fighting or threats of violence
- Intoxication/under the influence (no drug or alcohol use permitted)
- Sexual harassment and/or inappropriate sexual behavior
- Improper use of confidential information stored by MCACC
- Theft and/or intentionally damaging property
- Using and/or duplicating building and/or office keys without written authorization
- Failure to immediately (or as soon as possible) report a bite or other injury
- Carrying and/or bringing weapons on to the property
- Unauthorized access to County property (including access outside of normal volunteer hours)

Other issues involving the failure to comply with rules, guidelines and expectations are categorized into two levels: **Minor Infraction** and **Serious Infraction**.

1. A Minor infraction, as determined by the Volunteer Coordinator, may result in a documented discussion. Although not an inclusive list, examples may include: not logging volunteer hours, not adhering to the volunteer dress code, excessive “no-shows” for volunteer shifts, correctable mistakes, a simple or reasonable misunderstanding, complaints from staff or



volunteers regarding discourteous or problematic interactions or communications, etc.

2. A Serious Infraction, as determined by the Volunteer Coordinator, may result in a documented warning, a break in service for a period of time as set by the Volunteer Coordinator (2-weeks or 30 days), or cancellation of the volunteer agreement with MCACC.

If a break in service is directed, the volunteer will be advised in writing that if/when the volunteer chooses to return, he/she will contact and make arrangements with the Volunteer Coordinator prior to resuming volunteer service.

Examples of a Serious Infraction that may justify the termination of a volunteer agreement include, but are not limited to: behavior described under the Zero Tolerance Section, endangering the safety of others (animals and people), failure to adhere to MCACC guidelines, policies and procedures, efforts to disrupt the operations of MCACC, repeated “minor issues” where attempts to correct the issue or issues have been ineffective.

If a volunteer has a direct conflict with the Volunteer Coordinator or Shelter Manager concerning issues of reprisal, harassment or discrimination, they may contact the Deputy Director at 602-506-5100 or the Director at 602-506-8515.

#### Revision History

Version	Revision Date	Description of Revision
1	3-25-2020	Revised from initial version 1/6/2010 to more closely follow County Code of Conduct Policy HR-2416.



## ANIMAL CARE & CONTROL INTERNAL POLICY

Policy Title:  <b>Volunteer Social Media Policy</b>	Policy Number:	S7003
	Current Adoption Date:	03-25-2020
	Current Implementation Date:	03-30-2020
Approved by:  <b>MARY MARTIN</b>	Original Adoption Date:	08-23-2019

### **VI. PURPOSE**

The purpose of this policy is to provide guidelines for volunteers when using personal and public social media accounts to conduct shelter-related business.

### **VII. POLICY**

#### **A. Social Media Use While Volunteering**

1. We encourage volunteers to post and share information about our adoptable pets online through a variety of social media platforms. When posting, commenting, or interacting with posts on social media while actively volunteering for MCACC, please be sure you write knowledgeably, accurately, and use appropriate professionalism.
2. It is the responsibility of all volunteers to be respectful and to adhere to the guidelines of this policy, especially while posting to social media while on duty.

At no point, whether while volunteering or on your own time, are you permitted to share personal or confidential information. This includes, but is not limited to, names, phone numbers, and addresses of individuals or rescue organizations adopting or surrendering animals to the shelter. Do not contact or speak with media on behalf of MCACC unless given explicit direction by the Public Information Officer or Department Director.

3. MCACC reserves the right to end the volunteer agreement with any volunteer who knowingly or repeatedly violates any of the above guidelines.

#### **B. Use of County Property**

1. You may not use County or MCACC insignias, logos, photographs, or any other County intellectual property ("County Intellectual Property") without the express written consent of the County. In no event shall you use County Intellectual Property in a way that misrepresents or causes confusion as to the source of the use or in a manner that passes yourself off as part of the County or MCACC organization. Upon discovery of such use, MCACC will ask that you cease such use immediately. Failure to do so may result in ending your volunteer agreement and any further action necessary to stop the infringing use of County Intellectual Property.

### **C. Personal Pages**

1. When you serve as a volunteer for MCACC, what you say and do reflects on our organization as a whole. We know our volunteers may have a variety of beliefs and values when it comes to animal welfare issues and we sincerely accept this diversity of thought in our teams. Any personal comments you make on your private pages or other pages should be clearly identified as personal comments and not indicative of MCACC's official positions. Volunteers may use a disclaimer such as: *"This is my personal opinion and does not necessarily represent the views of MCACC."*
2. MCACC will not tolerate name-calling, disparaging, or other content that disrupts shelter operations or brings harm to employees, volunteers, animals, or shelter property.

### **D. Creating New Personal Accounts/Pages**

1. You are encouraged and welcome to use your own social media platforms to help promote MCACC adoptable animals, events, volunteer opportunities, advocacy, outreach and more. If you are creating a new account, please refrain from using names, images, or logos that may make the page appear as an official MCACC social media page or account. Please include a clear disclaimer that indicates the page or account does not belong to and is not monitored by MCACC. For example: *"This page (or account) is managed by a shelter volunteer. The information on this page reflects personal opinions or experience and does not necessarily represent the views of MCACC."*
2. We require these limitations to prevent confusion, misinformation, and misrepresentation.

### **E. Private Volunteer Facebook Groups**

1. In the event Animal Care and Control chooses to operate private volunteer Facebook groups, the Facebook groups may be used as a resource to connect our large volunteer team. The page(s) should allow MCACC staff and volunteers to promote teamwork, provide effective communication strategies, and build support around our mission.

Any private group(s) monitored by county staff and affiliated with county pages will require all staff and volunteers utilizing these groups to follow county, state, and federal laws, regulations, and policies, including records retention, code of conduct, and professional norms.

2. Group Member Qualifications
  - a. All group members must be shelter staff or active volunteers. An active volunteer is an individual who has appropriately recorded their on-site volunteer hours within the last three months.
    - i. Members of rescue groups, volunteer-run pages or networking sites, and individuals not affiliated with the shelter will not be allowed to join the group.
    - ii. Volunteers will only be approved to join the group for the shelter(s) where they volunteer. Individuals who volunteer at both shelters are eligible to join both groups, however, if a volunteer only spends time at a single location, they will not be approved to join both volunteer groups.

- iii. Individuals who foster but do not volunteer on-site will be referred to the MCAC Volunteer Foster group.
  - b. The group will remain a private group with admission granted to individuals who meet the above qualifications. Membership in the group is monitored by the Volunteer Coordinator.
3. How to Use the Group
- a. Ask Questions! We are all at different levels in our training and exposure to the shelter. Help each other by asking and answering questions. If you receive conflicting information, please contact the Volunteer Coordinator for clarification.
  - b. Be Kind and Courteous! We are all here to help the animals. The most positive outcomes for the animals are achieved when we respect one another.
  - c. No Hate Speech, Name Calling or Bullying! We all have different viewpoints and opinions. Although it is ok to share, this always must be done respectfully and professionally.
  - d. No Promotions or Spam! Respect the community and do not post several times in a couple hours. Use the search function to see if your question has already been answered before creating a duplicate post.
  - e. Comments and posts that are considered derogatory and/or condescending will not be tolerated. Violations of these guidelines may result in the ending of your volunteer agreement.
  - f. While these groups are private and membership is managed, the information on these pages is not confidential. Please understand that all posts, comments, and photos are part of the public record and may be requested as such at any time.
  - g. We reserve the right to refuse membership to any individual for any reason.

#### Revision History

Version	Revision Date	Description of Revision
1	3-25-2020	Reformatted from initial version 8/23/2019 to more closely follow other county and department policies.





# Maricopa County Animal Care and Control

## Volunteer Safety and Animal Handling Reminders

We cannot be everywhere at all times. We rely on YOU to let us know when something seems wrong or out of place. By making a team member aware, we can fix it or at least plan accordingly for it not to happen again. Here is a helpful guide for certain scenarios you may encounter as well as reminders for handling the dogs in our shelter.

**Animals in Distress:** Heavy panting, lethargy, and lack of appetite may all be signs that something may be wrong with one of the animals in our care. Please make sure staff is aware. The first point of contact should be a kennel team member. They may have the resources available to quickly get the animal inside for a better observation and can assess whether or not the veterinary staff should be alerted. Please do not move an animal yourself you are unsure of or place them into another kennel without alerting kennel staff. If you make a staff member aware and they do not go and check on the animal, please find a manager and let them know what is taking place.

**"Dangerous" Conditions:** There may be things that you see that you feel could be harmful to the care and well-being of the animals here at the shelter. Please inform the shelter manager and they will determine the action needed. All building-related requests must be directed to the Facilities Department by shelter managers. The Facilities Department is responsible for maintenance issues and repairs. If the individual shelter manager is not available, please inform the kennel supervisor.

**Policy/Procedure Concern:** As a team we are always coming up with new ideas to improve conditions at the shelter. Our policies are implemented with consideration given to the issue, potential workable solutions, and the best option based on all information available. If you have a question or concern about a new policy or procedure, please contact either Director of Operations Al Aguinaga or Director Mary Martin. They are available to explain the rationale behind every change and listen to any further suggestions or concern. If you are unsure your concern warrants a conversation with either Al or Mary, please seek the advice/guidance of Sam Wessel, your volunteer engagement coordinator.

**Bites/Injuries:** Bites and injuries are not be taken lightly and **MUST BE REPORTED.** A report is necessary to determine whether or not medical treatment is needed. We are required by state law to quarantine an animal following a bite. If injured or bitten, you must immediately find a staff member and report the situation. There may be paperwork or reports to fill out. If a member of the public is bitten/injured, escort them to the nearest staff member. There is no situation where a bite/injury should NOT be reported.

### **Important Reminders for Animal Handling**

#### ***Handle ONLY animals that are available for adoption.***

Ensure the kennel card says, "Available for Adoption" and read through ALL behavior and medical notes in Chameleon before pulling an animal from the kennel.

#### ***One Person = One Dog***

A dog walking volunteer can only move one dog at a time, unless animals are secure in kennels. Why? Disease prevention, fight & bite prevention and good 'ol fashioned safety.

#### ***Observe the 10-foot rule and all play yard protocols.***

Dogs on leash must be kept at least 10 feet away from other dogs, unless kenneled together.

#### ***Do not throw treats/toys into kennels with multiple dogs.***

In a stressful shelter environment, animals may be more likely to guard or protect resources like toys and treats. Check-in with the behavior teams before passing out any large chew items or treats (i.e. rawhide bones, pig ears, bully sticks, dental chews, etc.).

#### ***Remember where you are---the shelter is a stressful environment for animals.***

- Use *proper handling techniques* to avoid adding to their distress.
- Use a sideways approach---no over-the-head, bear hugs or in-the-face maneuvers.
- Introduce yourself slowly and encourage the animal to approach you instead of chasing or restraining.

#### ***Removing & returning dogs – Check your surroundings before you remove/return a dog from its kennel:***

- If another dog is being removed or returned---WAIT to enter the kennel wing until that dog is secured in its kennel before taking your dog out/in.
- Proceed through doors and around corners with CAUTION--check, then walk.
- Observe the 10-foot rule at all times.
- Remember to place an "I'm being walked" sign on the kennel and return the dog to the same kennel.



# Maricopa County Animal Care and Control

## Volunteer Program Contacts List

The volunteer website and handbook are your primary resources to guide you through your volunteer duties on a day-to-day basis. If you have a question or concern that is not addressed in those resources, please contact the appropriate leadership team member below.

### **Volunteer Program and General Volunteer Questions**

Samantha Wessel/Volunteer Engagement Coordinator  
[Samantha.Wessel@maricopa.gov](mailto:Samantha.Wessel@maricopa.gov)  
o-602-506-8133 / c-602-527-3967

### **Policies/Procedures Questions at Both Shelters**

Mary Martin/Executive Director  
[Mary.Martin@maricopa.gov](mailto:Mary.Martin@maricopa.gov)  
o-602-506-8515 / c-602-819-0798

Al Aguinaga/Operations Manager  
[Al.Aguinaga@maricopa.gov](mailto:Al.Aguinaga@maricopa.gov)  
o-602-506-2737 / c-602-525-5131

### **West Shelter Questions**

John Reynolds/West Shelter Manager  
[John.Reynolds@maricopa.gov](mailto:John.Reynolds@maricopa.gov)  
o-602-506-2744 / c-602-526-1742

### **West Supervisors/Managers**

Robert (Bob) Gauthier, [Robert.Gauthier@maricopa.gov](mailto:Robert.Gauthier@maricopa.gov)  
o-602-506-2730 / c-602-527-0319 (kennels)  
Kim Van Wormer, [Kimberly.Paulovicks@Maricopa.Gov](mailto:Kimberly.Paulovicks@Maricopa.Gov)  
o-602-506-2730 (kennels)  
Deb Wood-Lafave, [Debra.Wood-LaFave@Maricopa.Gov](mailto:Debra.Wood-LaFave@Maricopa.Gov)  
o-602-506-0798 (adoptions/business office)  
Beth Smith, [Beth.Smith@Maricopa.Gov](mailto:Beth.Smith@Maricopa.Gov)  
o-602-372-4511 (adoptions)

### **East Shelter Questions**

Callie Best/East Shelter Manager  
[Callie.Best@maricopa.gov](mailto:Callie.Best@maricopa.gov)  
o-602-506-6032 / c-602-525-3201

### **East Supervisors/Managers**

Suzanne Christensen, [Suzanne.Christensen@maricopa.gov](mailto:Suzanne.Christensen@maricopa.gov)  
o-602-506-6297 (kennels)  
Christopher Carlisle, [Christopher.Carlisle@maricopa.gov](mailto:Christopher.Carlisle@maricopa.gov)  
o-602-506-6297 (kennels)  
Jimmy Amaya, [Jimmy.Amaya@maricopa.Gov](mailto:Jimmy.Amaya@maricopa.Gov)  
o-506-506-6273 (adoptions/business office)

### **Animal Behavior Questions**

Suzanne Fuqua, Senior Manager, Behavior/Enrichment  
[Suzanne.Fuqua@maricopa.gov](mailto:Suzanne.Fuqua@maricopa.gov)  
o-602-506-2742

### **Veterinary/Medical Questions**

Kristen Brooks, Clinic Manager  
[Kristen.Brooks@maricopa.Gov](mailto:Kristen.Brooks@maricopa.Gov)  
o-602-506-2741

### **Media Questions**

VACANT, Public Information Officer  
([email address](#))  
o-602-506-2759 / c-602-525-4780

### **Donation Questions**

Ben Swan, Development Manager  
[Ben.Swan@maricopa.gov](mailto:Ben.Swan@maricopa.gov)  
o-602-506-3471 / c-602-292-2038

### **Events Questions**

Cierra Hughes, Events Coordinator  
[Cierra.Hughes@maricopa.gov](mailto:Cierra.Hughes@maricopa.gov)  
o-602-506-2256 / c-602-526-0320

### **Additional Helpful Information**

#### **Group Emails**

Volunteer Team: [accvolunteer@maricopa.gov](mailto:accvolunteer@maricopa.gov)  
Foster Team: [accfoster@maricopa.gov](mailto:accfoster@maricopa.gov)  
Clinic Team: [accclinic@maricopa.gov](mailto:accclinic@maricopa.gov)  
Events Team: [mcaccevents@maricopa.gov](mailto:mcaccevents@maricopa.gov)  
East Behavior Team: [ACCEastBehavior@maricopa.gov](mailto:ACCEastBehavior@maricopa.gov)  
West Behavior Team: [BehaviorWest@mail.maricopa.gov](mailto:BehaviorWest@mail.maricopa.gov)

### **Shelter Locations**

West – 2500 S 27<sup>th</sup> Ave, Phoenix 85009  
East – 2630 W Rio Salado Pkwy, Mesa 85201

### **Business Office**

602-506-7387 / Monday-Friday 9AM-5PM

### **Volgistics Portal**

<https://www.volgistics.com/ex2/vicnet.dll/?from=15895>

Updated 4/11/2020